

Massachusetts Department of Public Health
Office of Patient Protection
External Review Requests
January – December 2005

Appeal Type	Upheld	Overturn	Partial Overturn	Resolved	Expedited			Time-Frame Not Met	Case Ineligible	Open	Total
					Upheld	Overturn	Partial Overturn				
Behavioral Health	23	15	6	14	20	15	8	1	25		127
Cosmetic / Reconstructive	22	2							3		27
Dental		1		1					5		7
Diagnostic Services	5	1		1				1	4		12
Durable Medical Equip.	1	3							4		8
Emergency Care	1								1		2
Excluded Services									7		7
Experimental	6	5			1				1		13
Infertility Care	12	4		2					8		26
Inpatient				2	2				1		5
Outpatient	15	8		4					15		42
Pharmacy	8	2			1				6		17
Rehab Services	8	5	1	2					16		32
Visual Services	3			1					1		5
Totals	104	46	7	27	24	15	8	2	97	0	330

Number of External Review Requests Received by Type: January - December 2005

